# 1.0  Introduction

## 1.1  PURPOSE OF THE MANUAL

The User and Administrator Manual provides detailed instructions for using the new permitting system.  It is based in part on the training manuals developed for the system training sessions, but it describes system usage in much greater detail than the training manuals.  It is intended to supplement the training manuals for reference and teaching purposes after initial system training is conducted.

The sections in this manual include:

- How a user gets started in the system;

- Applying for various types of permits;

- Application review process;

- Payment and permit delivery process;

- Various compliance activities;

- Reports and queries available in the system; and

- Administrative processes available in the system.

The User and Administrator Manual is designed to be used by State of Indiana personnel who will be involved with the new system on a daily or regular basis. The DOR may elect to compile a subset of the contents that are relevant to the system's end-users into a carrier and permitting service manual that DOR can provide to its customers.

A separate System Operations and Maintenance document will be produced specifically for use by system administrators and information technology personnel, covering topics such as system monitoring procedures, backup and recovery procedures, and disaster recovery procedures.

## 1.2 ORGANIZATION OF THIS REPORT

This report contains eight sections.  These sections include:

- **Section 1.0, Introduction –** Describes this report in the context of the project and states its purpose;

- **Section 2.0, Getting Started –** Describes how to get started in the system;

- **Section 3.0, Applying for Permits –** Describes how to apply for various types of permits;

- **Section 4.0, Application Review Process –** Covers the application review process;

- **Section 5.0, Payment and Delivery –** Covers the payment and permit delivery process;

- **Section 6.0, Compliance Activities –** Addresses the various compliance activities;

- **Section 7.0, Reports and Queries –** Describes the reports and queries available in the system; and

- **Section 8.0, Administration –** Covers the administration processes available in the system.